

Classification	Administrator
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JOB DESCRIPTION – MANAGER, GLOBAL ENGAGEMENT

NATURE AND SCOPE OF WORK

The Manager, Global Engagement, is responsible for managing global engagement activities of the university. These include field schools and employee and student exchanges, the Visiting International Student Program (VISP), international engagement activities and initiatives within the university including Collaborative Online International Learning (COIL) training, partnerships, and implementation, global dialogue events and activities, pathway and articulation evaluation and facilitation, and other projects in to help fulfil global engagement elements of the Internationalization Plan.

The Manager, Global Engagement will manage the day-to-day activities of global engagement operations including staff of the global engagement unit and faculty assigned and involved in related global engagement activities. The position works closely with the Associate Vice President, International on strategic and operational matters of international education. The Manager, Global Engagement also works closely with the Manager, Centre for International Experience, International Recruitment Managers on VISP programming, and the International Student Engagement Officer, plus admissions and transition staff in related aspects of the role. The Manager, Global Engagement will also be required to collaborate and communicate regularly with departments, faculty, and other administrators from Capilano University and our global partners on international partnership related matters. The position reports to the Associate Vice President, International. International travel may be required in this role.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Manages the day-to-day operational needs of study abroad by generating and implementing work plans and systems that meet related objectives and targets of the internationalization plan.
- Manages and supports global engagement team members by providing guidance, support, and training as required and facilitates a positive work environment of continued improvement and exceptional customer service
- Works with the AVP, International and collaborates with CapU faculty and staff about possible opportunities to foster and maintain student and employee exchange and other international collaborations.
- Facilitates and supports the International Partnerships Process including communications with prospective partners and other stakeholders, analysis of prospective partners and helping facilitate and process related documentation
- Ensures high levels of awareness of global engagement activities are achieved throughout the Capilano University community through varied and engaging communication and marketing approaches.
- Ensures all agreements with international partners such as exchange agreements, scholarship and awards agreements, contracts and MOU's are up-to-date, advises the AVP, International on



content and performance of partnerships, and maintains a comprehensive, accessible, and centralized location for all stakeholder access

- Maintains strong and positive communications with counterparts in all our global engagement partners to contribute to supportive relations, efficient outcomes, and a strong positive identity for Capilano University in our global network
- Operationalizes all international student and employee exchanges ensuring related targets of the internationalization plan are met, ensures that marketing, recruitment, admission, and advising, transition, and wraparound supports, and all other related functions are set up and delivered successfully with high focus on customer relations and support
- Operationalizes the VISIP program, providing guidance, support, and information to recruitment managers to maximize opportunities, and providing transition, admission, advising, registration, and related customer services to create a vibrant, resilient, and successful program to meet internationalization plan targets.
- Maintains a strong understanding of current and emerging practices in study abroad to create and promote best practice approaches for activities such as international field schools, exchanges, practicum/internships, faculty mobility and international volunteering.
- Operationalizes international field schools including assisting with design and scheduling of field schools, conducting planning and risk management, facilitating budgeting and budget approvals, conducting training and preparation of field school leaders and facilitators, promotion and selection of participants, scholarships, financial aid and awards, travel and visa processing and arranging, contracting and purchasing oversight, safety and procedures oversight, monitoring and evaluation, and other related activities and actions
- Manages scholarship supports for international mobility such as the Global Skills Opportunity (GSO) project, Irving K. Barber Scholarship Fund, and others, and works with financial aid, and the advancement office on related fund allocation and development.
- Working with the AVP, International, consults with CapU community and international partners to identify new and dynamic globally engaged learning opportunities for CapU community members.
- Evaluates and collects feedback from stakeholders on the quality of CapU's internationalization activities and provides expert advice on the level of support, resources, and change needed to deliver high quality global engagement activities and programs.
- Manages the operational needs of an academic and administrative inbound and outbound international exchange program to provide global learning and professional development experiences.
- Operates a CapU Collaborative Online International Learning (COIL) program that builds participation, capacities, and engagement in COIL on a progressive basis
- Provides communications and administrative support to global engagement working groups on various international initiatives of the university.
- Represents the University at key internationalization conferences and events around the world
- Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.



- Supervises and provides leadership to global engagement unit staff by modeling key behaviors/strategies, encouraging dialogue, meet target dates and ensure alignment of effort for productive outcomes. Monitors and assesses performance of staff with direct reports.
- Fosters an environment of collaboration and a strong service excellence culture. Inspires, motivates, and guides team members by fostering commitment, team spirit and trust.
- Working with the AVP, International, and other senior administrators of CapU International contributes to departmental goals and objectives and the integrated planning process

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Comprehensive knowledge of university functions, practices, policies and procedures, admissions and registration, programs and courses.
- Strong knowledge of worldwide education systems and Citizenship and Immigration (CIC) policy as it relates to international student study and work eligibility.
- Demonstrated administrative skills, and strong interpersonal skills to work collaboratively as an effective team player with all levels of the organization, and with international stakeholders.
- Demonstrated ability to deal with sensitive situations that call for the use of diplomacy, tact, and professionalism in the delivery of information and explanations.
- High customer service orientation, with the ability to create a positive and meaningful customer experience.
- Ability to think innovatively and creatively in planning and developing a fresh approach to existing activities, with a process improvement perspective.
- Ability to respond well to working under pressure and resolve complex issues in an effective manner.
- Strength in oral and written communication with the ability to present information clearly, concisely and to be persuasive.
- Ability to adapt work schedule as required by the work.
- Ability to travel often internationally.

REQUIRED TRAINING AND EXPERIENCE

- A bachelor's degree in business administration or a related field
- A minimum of three years' experience in organizing and administering study abroad programming and activities and/or international partnerships and projects, and at least five years in international education.
- Possession of a valid Canadian passport



- Maintains a consistent, comprehensive, and accessible inventory and registry of international partnership agreements ensuring that they are up-to-date, align with Capilano University related contractual requirements, and consistent with related Capilano University policies and procedures.